



HARRIS COUNTY CIVIL RIGHTS GRIEVANCE PROCEDURE

Harris County has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title VI of the Civil Rights Act of 1964. These regulations state, in part, that no person in the United States shall, on the grounds of race, color, national origin, or Limited English Proficiency (LEP) be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

Complaints should be addressed to: **the Civil Rights Officer; 1111 Fannin, 6th Floor; Houston, Texas 77002**, by telephone at **(713) 274-5404**, or email at HRRMCompliance@harriscountytexas.gov whom Harris County has designated to coordinate Harris County's Title VI compliance efforts and who is referred to in these procedures as the "Civil Rights Officer."

1. A complaint should be filed within one hundred and eighty (180) calendar days after the complainant becomes aware of the alleged violation.
2. A complaint may be filed orally and in writing. Complaints that are filed orally will be reduced to writing by the Civil Rights Officer and should be provided to the complainant for signature. Complaints can also be filed in writing or via the [Harris County Civil Rights Complaint form](#). All complaints should identify the name of the person filing it (the complainant) as well as the complainant's address, and briefly describe the alleged violation of the regulations under Title VI of the Civil Rights Act of 1964.
3. An investigation, as may be appropriate, will follow the filing of a complaint. The investigation shall be conducted as directed by the Civil Rights Officer. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Civil Rights Officer. A copy shall be forwarded to the complainant no later than twenty (20) working days after its issuance.
5. The Civil Rights Officer shall maintain the files and records of Harris County relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be submitted within seven (7) calendar days of the original determination to the Civil Rights Officer. The Civil Rights Officer shall consider the complainant's request for reconsideration. The request shall be considered denied if no action is taken within ten (10) calendar days after the date the Civil Rights Officer received the request for reconsideration.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as filing of a complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Harris County complies with Title VI of the Civil Rights Act of 1964 and implementing regulations.
9. Complaints of discrimination based on disability will be addressed under the [Harris County's Title II Americans with Disabilities Act complaint process](#).